



Mind in Camden

Senior Community Mental Health Recovery Support Worker (35 hours per week)

Job title:	Senior Community Mental Health Recovery Support Worker
Accountable to:	Phoenix Wellbeing and Recovery Service Manager
Grade:	NJC SCP 19-22, starting at SCP 19: £29,638
Hours:	35 hours per week
Responsible for:	Allocated Community Mental Health Recovery Support Worker(s)
Aim of the job:	To support people referred to the service to meet their self-defined needs and aspirations, working in partnership with colleagues across different sectors in Camden, and to support your manager in overseeing the delivery of the service

Direct Work with Service Users

1. Build an understanding of individuals' needs and personalities to support people to assess their own needs and aspirations in line with the established assessment framework.
2. Support people to understand the range of options available to them and link them in with relevant community resources and opportunities.
3. Ensure people are supported to make choices and access the services identified.
4. Oversee a specific caseload as directed by your manager and build relationships with support teams, including but not limited to, clinical teams, GPs, care-coordinators and mental health social workers; as well as individuals' personal support networks where appropriate and in accordance with GDPR personal data policies and procedures.
5. Build relationships with local community groups and support them to feel confident working with people living with mental ill health.
6. Document work and ensure that it is recorded on appropriate electronic records.
7. Respond to crises, safeguarding issues and complaints effectively.

Team and Partnership Responsibilities

1. Work collaboratively with Camden and Islington Foundation NHS Trust and other partners within the Resilience Network and Community Framework.
2. Participate in partner meetings as agreed with your manager.
3. Ensure the gathering and inputting of accurate information on individuals' outputs and outcomes.
4. Ensure committed working towards activity and performance targets set by your manager.
5. Assist your manager in inducting, supporting and coaching volunteers.
6. Oversee a team of volunteers supporting your client work, ensuring tasks are carried out and records completed.

Management Responsibility

1. Supervise a small team of Community Mental Health Recovery Support Workers as allocated by your manager.
2. Deputise for duties allocated by your manager in their absence.
3. Support your manager with allocated tasks to enable the delivery of the service.
4. Oversee and respond to service referrals, allocating new referrals across Recovery Support Workers.
5. Be responsible for day-to-day management of service user database, ensuring it is maintained to the agreed standard and records are recorded accurately across the team.

General Duties:

1. Work within the context of the wider Mind in Camden organisation and participate in internal and external meetings as required.
2. Work alongside partner staff as an integrated team and participate in related internal and external meetings as required by your manager.
3. Work to Mind in Camden policies, procedures and guidance.
4. Work in accordance with Camden and Islington Foundation NHS Trust and agreed partnership policies, procedures, plans and guidance.
5. Be accountable for all aspects of your work to your manager through supervision.
6. Undergo such training and qualification as is consistent with the satisfactory performance in the post.
7. Perform other duties as reasonably required by your manager.

All staff are expected to:

1. Recognise changes in circumstances promptly and adjust plans and activities accordingly.
2. Find practical ways to overcome barriers.
3. Present information clearly, concisely, accurately and in ways that promote understanding.
4. Assist in creating a sense of common purpose.
5. Make best use of available resources and proactively seek new sources of support when necessary.
6. Act within the limits of their own authority.
7. Be vigilant for potential risks and hazards.
8. Take pride in delivering high quality work.
9. Take personal responsibility for making things happen.
10. Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups.
11. Consult with their work group about matters which directly affect their work.
12. Deal with service user complaints.

Main Conditions of Service:

- Salary scale is NJC SCP 19-22 starting at SCP 19: £29,638 including our Inner London Weighting Allowance.
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme.
- 35 hours per week worked between 9.30am – 5.30pm with a one hour (unpaid) lunch break. Evening, weekend and bank holiday work maybe be required on occasion.
- Annual leave entitlement is initially 27 days rising to 30 days over three years plus public holidays.
- The post may be subject to maintaining an Honorary Contract with Camden and Islington Foundation Trust.
- The post holder will have an office base at Mind in Camden and work across multiple sites in Camden.
- All Mind in Camden job descriptions may be subject to periodic review.

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Person Specification

All areas in the person specification are essential unless stated otherwise

Qualifications

None specifically required, but evidence of mental health learning is essential (e.g. CPD courses, peer networks, community mental health or counselling courses, or relevant degree)

Knowledge

1. A good broad understanding of mental health issues.
2. A good awareness of different models of understanding of mental health.
3. A good awareness of current issues in policy and practice in mental health.
4. A good understanding of primary, secondary care and third sector mental health services.
5. Thorough understanding of co-production and recovery principles.
6. Thorough understanding of the principles of good customer service.
7. Thorough understanding of good practice in person-centred client work.
8. Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services.
9. An understanding of the principles of good partnership working.

Experience

1. Experience of 1:1 work.
2. Two or more years or more experience of working in mental health services.
3. Experience of managing staff or volunteers (desirable).
4. Experience of community work (desirable).

Skills & Abilities

1. Strong communication and interpersonal skills.
2. Ability to take responsibility for a client caseload.
3. Ability to produce written materials to a high standard, including assessments and case notes.
4. Ability to communicate constructively and professionally with service users, staff, colleagues and external agencies.
5. Ability to plan and prioritise your own workload.
6. Ability to work flexibly and cooperatively, balancing multiple responsibilities.
7. Ability to handle formal and informal disputes and complaints constructively.
8. Good level of computer skills, including ability to use a database.
9. Ability to manage your own stress in a busy and demanding environment.
10. Ability to work independently and to utilise support effectively.

Commitment to:

1. Implementation of equal opportunities through anti-discriminatory practice.
2. Strengths-based recovery approach to client work and person-centred practice.
3. Confidentiality.
4. Accountability for your work to your manager.